

# LAMPREY HEALTH CARE

**For Immediate Release**  
August 15, 2013

**For More Information:**  
Michelle Gaudet (603) 292-7204

## **LAMPREY HEALTH CARE'S NASHUA AND RAYMOND CENTERS EARN NATIONAL RECOGNITION FOR PATIENT CENTERED MEDICAL CARE**

*Patient-Centered Medical Home™ 2011 standards emphasize enhanced care through patient-clinician partnership*

Lamprey Health Care is pleased to announce that its Nashua and Raymond Medical Center have received Recognition from the National Committee for Quality Assurance (NCQA) Patient-Centered Medical Home™ 2011 (PCMH 2011) program for using evidence-based, patient-centered processes that focus on highly coordinated care and long term participative relationships. The Nashua and Raymond Centers join the Newmarket Center in receiving Level III NCQA Recognition, the highest level possible.

The Patient-Centered Medical Home is a model of care emphasizing care coordination and communication to transform primary care into “what patients want it to be”. Research shows that medical homes can lead to higher quality care and lower costs, and improve patients’ and providers’ reported experiences of care. “The Patient Centered Medical Home raises the bar in defining high quality care by emphasizing access, health information technology and partnerships between clinicians and patients,” said NCQA President Margaret E. O’Kane.

To receive recognition Lamprey Health Care demonstrated the ability to meet the program’s key elements, while having the tools, systems and resources to provide our patients with the right care at the right time.

Key elements of the program include:

- Written standards to ensure patient access and continuity of care
- Use of patient feedback materials
- Appropriate use of charting tools to track patients and organize clinical information
- Responsive care management techniques with an emphasis on preventative care for individual patients and for the entire patient population
- Adaptation to patients’ cultural and linguistic needs
- Use of information technology for prescriptions, test and referral tracking and coordination with other health care providers
- Use of evidence-based guidelines to treat chronic conditions
- Measurement and reporting of clinical and service performance

Lamprey Health Care is a nonprofit community health care organization with medical centers in Newmarket, Raymond and Nashua, New Hampshire. The organization serves the Southern & Seacoast Areas of New Hampshire, and provides primary care and preventive health services to individuals of all ages and incomes, regardless of their ability to pay.

NCQA is a private, non-profit organization dedicated to improving health care quality. NCQA accredits and certifies a wide range of health care organizations. It also recognizes clinicians and practices in key areas of performance. NCQA's Healthcare Effectiveness Data and Information Set (HEDIS®) is the most widely used performance measure tool in health care. NCQA is committed to providing health care quality information for consumers, purchasers, health care providers and researchers.

For more information on Lamprey Health Care, its services and programs, please call us at 603.659.2494 or visit our website at [www.lampreyhealth.org](http://www.lampreyhealth.org).

###